



8585 Archives Ave., Ste. 310
Baton Rouge, LA 70809

December 2, 2020

Stacy Guidry
Section Chief, Medicaid Program Operations and Compliance
State of Louisiana
Louisiana Department of Health
Stacy.Guidry@LA.gov
Via Email Only

Re: Notice of Action – Failure to Properly Maintain NEMT/NEAT Records

Dear Stacy,

We are writing in response to the Notice of Action received on 11/18/2020, Failure to Properly Maintain NEMT/NEAT Records.

As of 11/30/2020, all paper records received LHCC's transportation broker, Logisticare, are digitized and available electronically. The process is as follows:

- All claims submitted via mail are scanned and added to Alfresco (Logisticare's Document Management System) which ties the claim to the Invoice and trip in LogistiCad (LogistiCare's Reservation and Claims System). This will allow Logisticare to retrieve the electronic PDF support documentation for each trip when needed.

To further support electronic record keeping, Logisticare will target all providers currently submitting paper documentation and attempt to convert them to the fully automated solution.

LHCC has also worked with Logisticare to develop a plan to digitize paper trip records going back to January 1, 2019. This project will start by year's end, with an anticipated completion date in Q2 of 2021.

Finally, Louisiana Healthcare Connections will incorporate an attestation into its annual evaluation of Logisticare to ensure compliance with the electronic record keeping requirements.

Please do not hesitate to reach out if you would like any additional information, or have any questions about our plan to ensure compliance with the electronic record keeping requirements outlined in 6.23.5.1.2 of our contract.

Best Regards,

Marshall Ellis
Vice President, Operations